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ABSTRACT

The Office of Institutional Development and Technology (IDT), in cooperation with regional accreditation committees, surveyed faculty and staff and a random sample of students at the College of the Canyons, California, in spring 2002. The purpose of the survey was to gather information useful to college staff in preparing their accreditation self-study for the site visit of the Western Association of Accrediting Colleges. Two surveys--Student Accreditation Survey and Faculty/Staff Accreditation Survey--were administered. For students, 67 class sections were randomly selected and surveyed. Of these, 714 unduplicated students from 38 sections returned surveys for a class response rate of 57%. All 372 full-time faculty and staff were surveyed. A total of 228 surveys were returned, for a response rate of 61%. The student survey asked students to indicate whether they had used a diverse array of services, and whether or not the services were useful. More than 92% of students reported having used the computer labs, and 81% of students reported having used counseling services. Some of the questions posed to the faculty and staff addressed the following: (1) mission statement, vision statement, and strategic plan; (2) faculty orientation and mentoring programs; (3) financial planning issues; (4) departmental planning issues; and (5) professional development opportunities. Survey instrument and response table appended. (NB)

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COLLEGE OF THE CANYONS

Santa Clarita Community College District
26455 Rockwell Canyon, Santa Clarita, CA 91355

Institutional Development and Technology

Accreditation Surveys: Faculty & Staff and Student Spring 2002

Report # 117

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March 2002

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Introduction

The Office of Institutional Development and Technology (IDT), in cooperation with the College's accreditation committees, surveyed all faculty and staff and a random sample of students enrolled in courses for the Spring 2002 semester. The purpose of the survey was to gather information useful to college staff in preparing their accreditation self-study for the site visit of the Accrediting Commission for Community and Junior Colleges: Western Association of Accrediting Colleges. While the data from the survey will be especially useful in illuminating the perspectives of faculty, staff, and students, the information is not intended to be the sole source for the accreditation. Other important data, such as outcome data, trends in student characteristics, academic and non-instructional program reviews, and archival documents, should also be used in the self-study. These other documents describe the context from which the survey results can be interpreted.

Methods

Each accreditation committee was asked to submit items assessing aspects related to their assigned standard that related to students,' faculty members', or staff members' perceptions. The Office of Institutional Development and Technology compiled the items and made revisions to the surveys with key members of the committee and administrators. The revised two surveys—Student Accreditation Survey and Faculty/Staff Accreditation Survey--were distributed to all committee members for a final review to ensure that surveys still addressed key components of their standard.

The questionnaires contained closed-ended questions intended to assess:

- Faculty and staff level of agreement with various statements about the COC.
- Student rating of the usefulness of various services offered at COC and their level of agreement with various statements about COC.

With regard to the student survey, 67 class sections were randomly selected and surveyed (1,445 duplicated students). Of these sections that were sampled, 38 completed surveys (714 unduplicated students). One reminder was given before the deadline. This resulted

in a class response rate of 57 percent. Completed questionnaires were scanned and tabulated using Remark, SPSS, and Excel. Refer to Appendix A for a copy of the questionnaire and Appendix B for a listing of the summary counts and percentages of response frequencies.

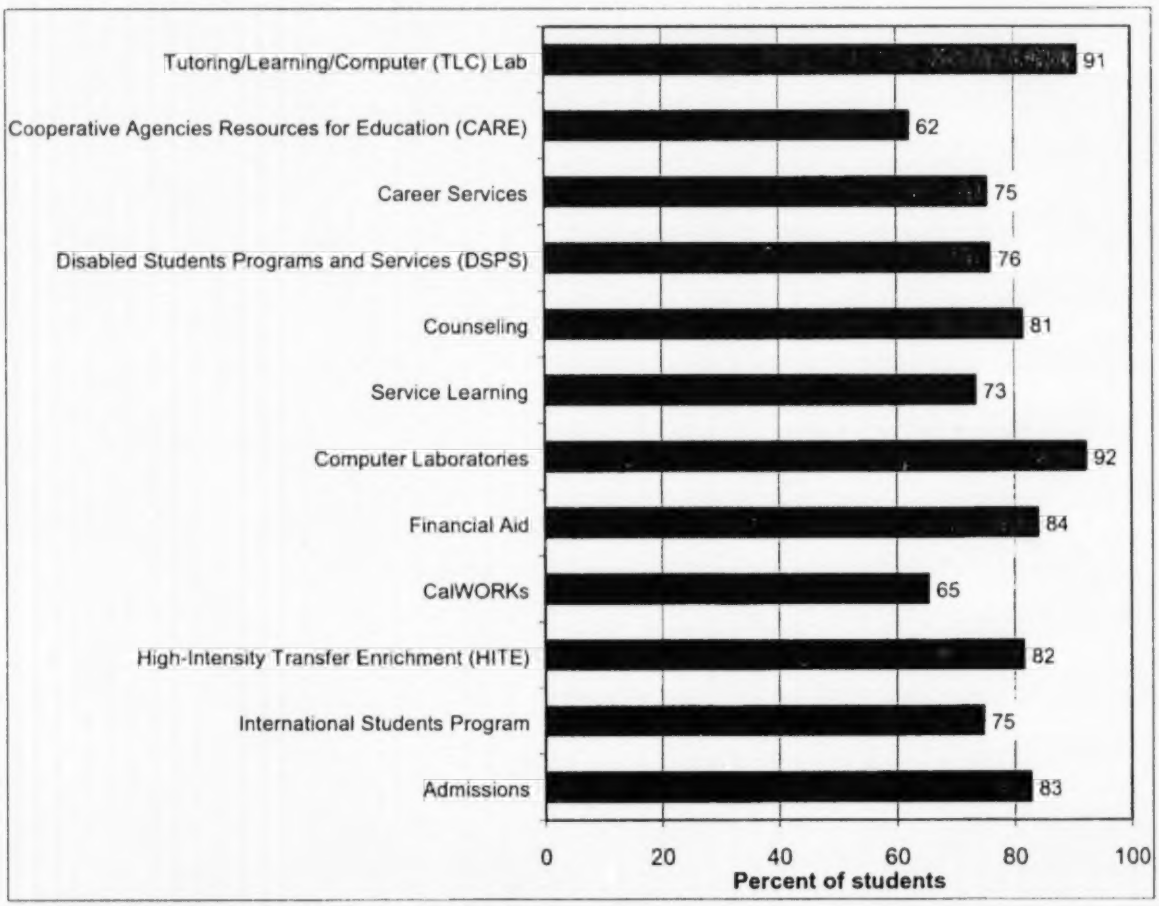
With regard to the Faculty and Staff Survey, all 372 full-time faculty and staff members were surveyed. Surveys were distributed to faculty and staff in mailboxes. Extra surveys were also placed in office and department mailboxes for staff members that do not have mailboxes. A total of 228 surveys were returned for a response rate of 61 percent.

Major Findings

Student Accreditation Survey Results

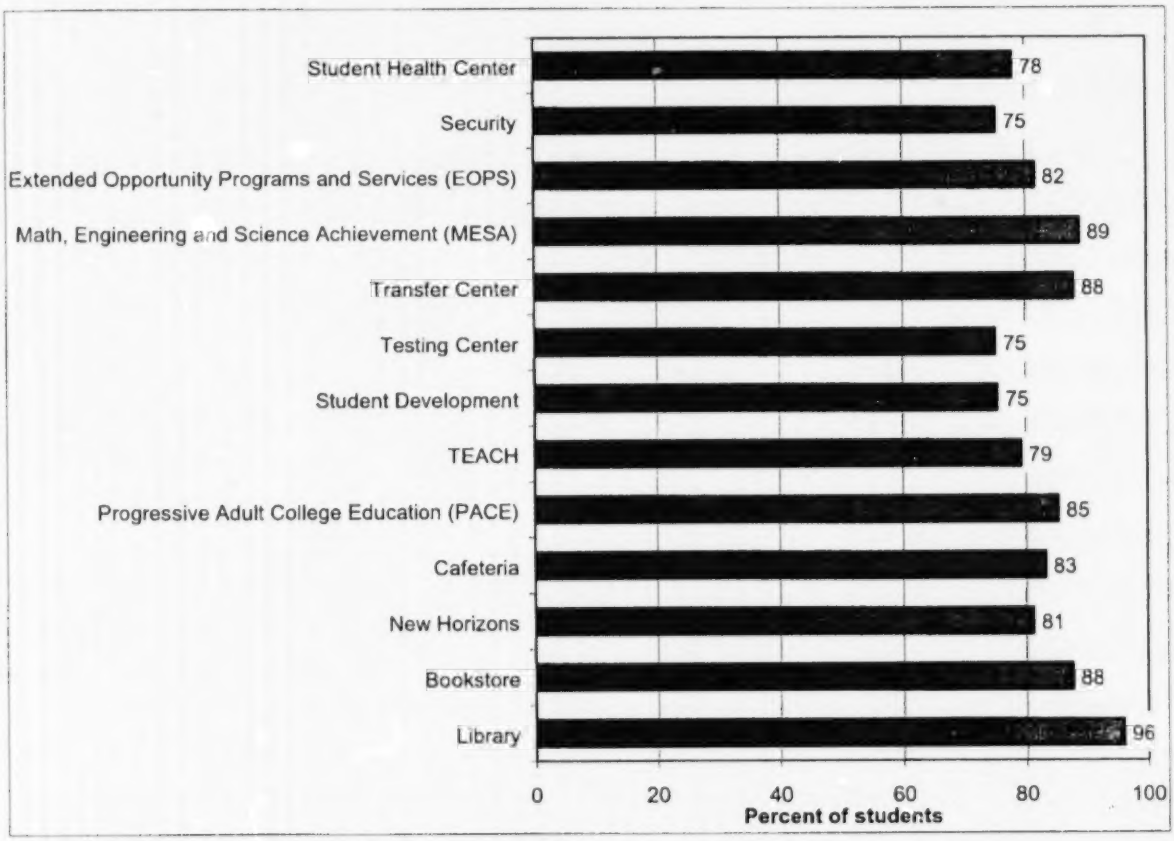
Students were asked to indicate whether they had used a diverse array of services and whether or not the services were useful. Response alternatives for each item were "Not Useful", "Somewhat Useful", "Useful", "Extremely Useful", and "Have Not Used". Figure 1 shows the percentage of respondents who indicated that the respective services were "Useful" or "Extremely Useful". The five services receiving the highest responses as being "Useful" or "Extremely Useful" were the Library (96%), followed by Computer Laboratories (92%), Tutoring/Learning/Computer (TLC) Lab (91%), MESA (89%), Transfer Center (88%), and Bookstore (88%). While we can strive to improve all efforts at the college, no service received markedly negative ratings.

Figure 1: Percentage of Respondents who indicated the degree to which each of the following services have been "Useful" or "Extremely Useful" for Question 1.



Note: Students indicating "Have Not Used" were excluded.

Figure 1, continued:



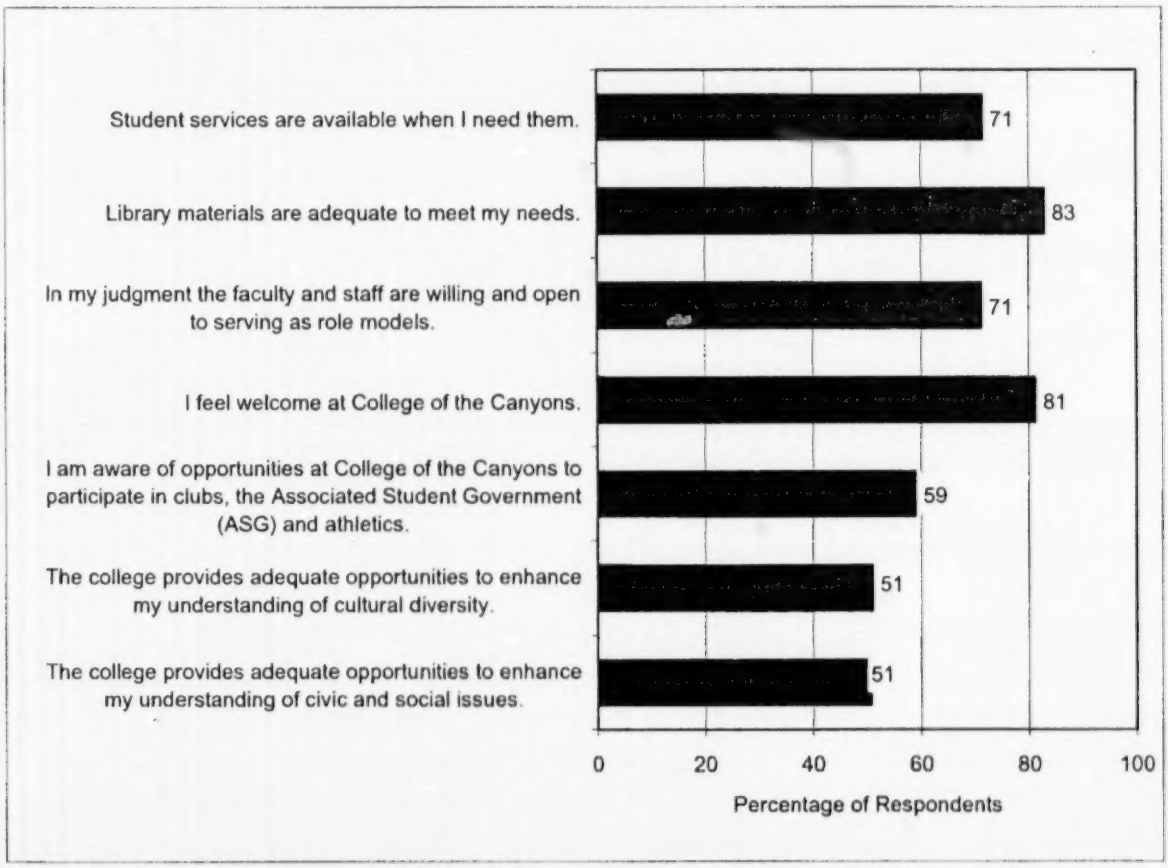
Note: Students indicating "Have Not Used" were excluded.

Student Accreditation Survey: Questions 2 through 15

Students were asked to indicate their level of agreement with the statements shown in Figure 2. Response alternatives were "Strongly Disagree", "Disagree", "Neutral", "Agree", "Strongly Agree", and "Not Applicable – No Opinion". Figure 2 show the number of respondents who indicated their level of agreement to be either "Agree" or "Strongly Agree". The following six areas had the highest percentage of students indicating agreement ("Agree" or "Strongly Agree"):

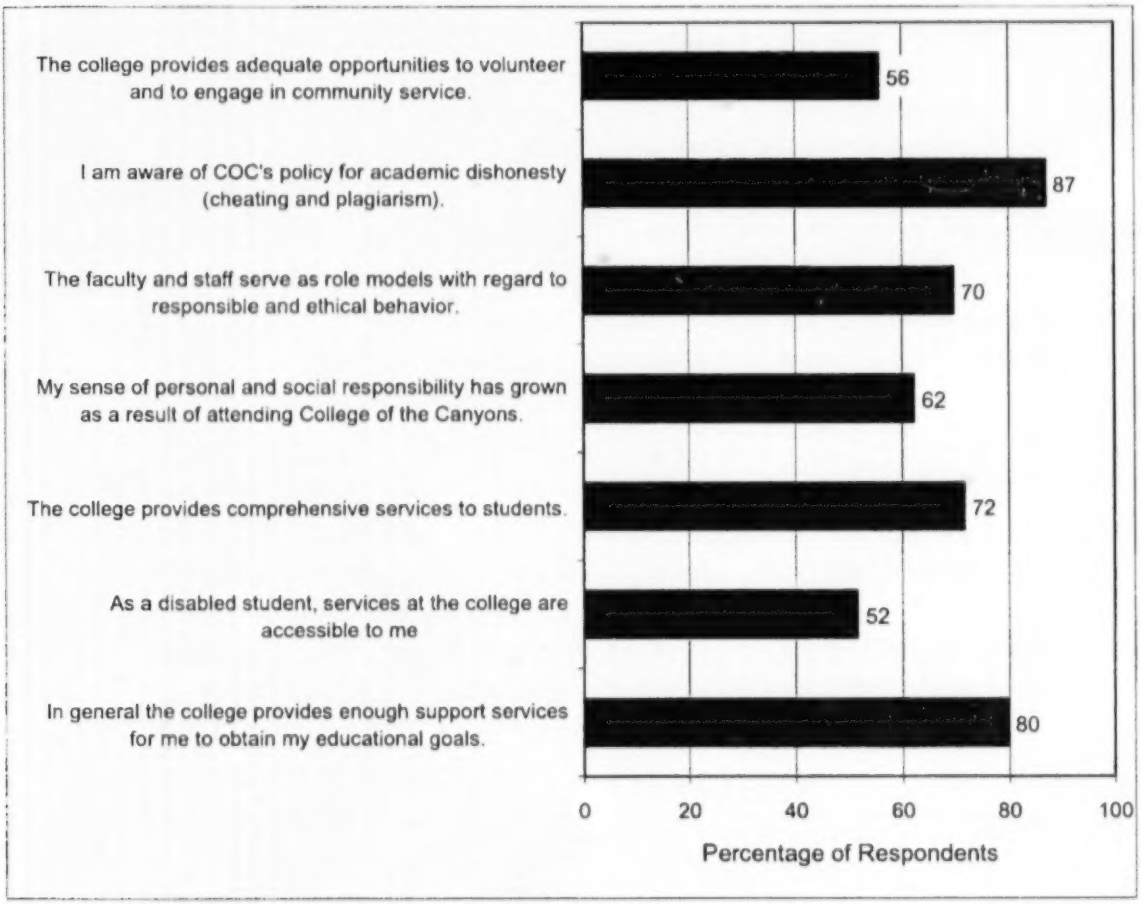
- I am aware of COC's policy for academic dishonesty (cheating and plagiarism) – 87%
- Library materials are adequate to meet my needs – 83%
- I feel welcome at College of the Canyons – 81%
- In general the college provides enough support services for me to obtain my educational goals – 80%
- Student services are available when I need them – 71%
- In my judgment the faculty and staff are willing and open to serving as role models – 71%

Figure 2: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 2 through 15.


Student services are available when I need them.
71
Library materials are adequate to meet my needs.
83
In my judgment the faculty and staff are willing and open to serving as role models.
71
I feel welcome at College of the Canyons.
81
I am aware of opportunities at College of the Canyons to participate in clubs, the Associated Student Government (ASG) and athletics.
59
The college provides adequate opportunities to enhance my understanding of cultural diversity.
51
The college provides adequate opportunities to enhance my understanding of civic and social issues.
51
0
20
40
60
80
100
Percentage of Respondents

Note: Students indicating "Not Applicable – No Opinion" were excluded.

Figure 2, continued:


The college provides adequate opportunities to volunteer and to engage in community service.
56
I am aware of COC's policy for academic dishonesty (cheating and plagiarism).
87
The faculty and staff serve as role models with regard to responsible and ethical behavior.
70
My sense of personal and social responsibility has grown as a result of attending College of the Canyons.
62
The college provides comprehensive services to students.
72
As a disabled student, services at the college are accessible to me
52
In general the college provides enough support services for me to obtain my educational goals.
80
0
20
40
60
80
100
Percentage of Respondents

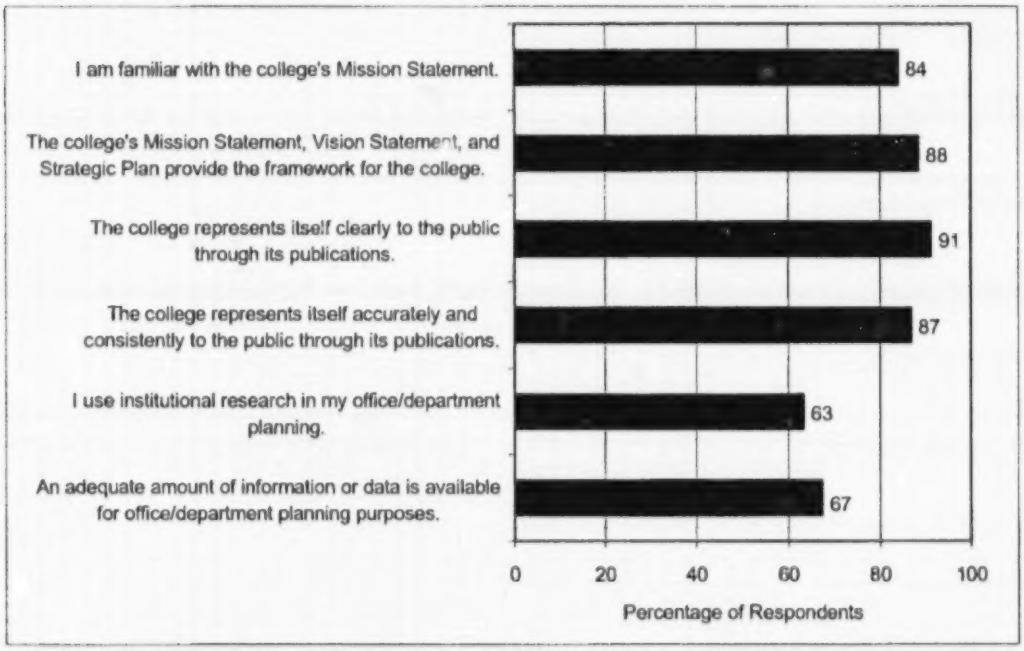
Note: Students indicating "Not Applicable – No Opinion" were excluded.

Areas receiving relatively lower ratings (though still somewhat positive) related to access to opportunities for enhancing understanding of cultural diversity and civic and social issues, access to opportunities to volunteer, and awareness of opportunities for participation in clubs, Associated Student Government, and athletics.

Faculty and Staff Accreditation Survey Results

Faculty and Staff were asked to indicate their level of agreement with the statements shown in Figures 3 through 7. Response alternatives were "Strongly Disagree", "Disagree", "Neutral", "Agree", "Strongly Agree", or "Not Applicable". Figures 3 through 7 show the percentage of respondents who indicated their level of agreement with the statements about the College to be "Agree" or "Strongly Agree".

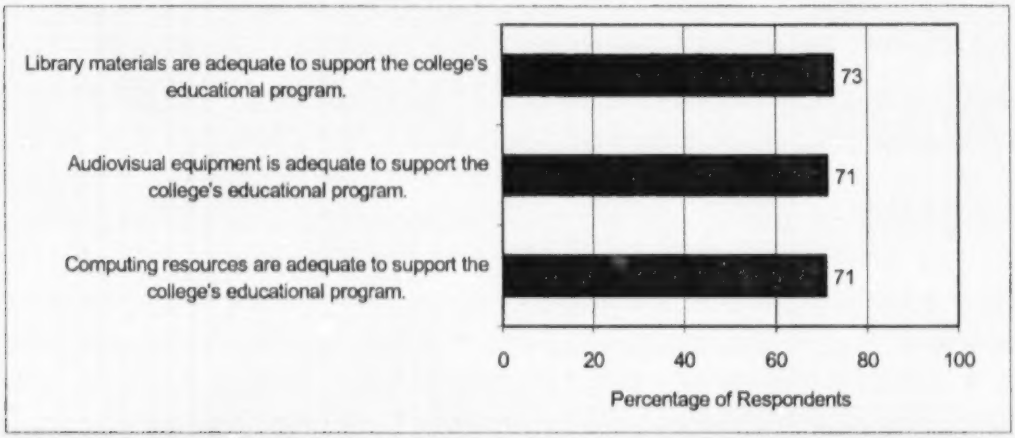
Figure 3: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 1 through 6.


I am familiar with the college's Mission Statement.
84
The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.
88
The college represents itself clearly to the public through its publications.
91
The college represents itself accurately and consistently to the public through its publications.
87
I use institutional research in my office/department planning.
63
An adequate amount of information or data is available for office/department planning purposes.
67
0
20
40
60
80
100
Percentage of Respondents

Note: Faculty / Staff indicating "Not Applicable" were excluded.

With regard to the college's Mission Statement, Vision Statement, and Strategic Plan, responses were overwhelmingly positive. Similarly, responses were very high related to the degree to which the college represents itself clearly, accurately, and consistently to the public. While still positive ratings were given to access and use of information for planning, these ratings were relatively lower than ratings of other issues.

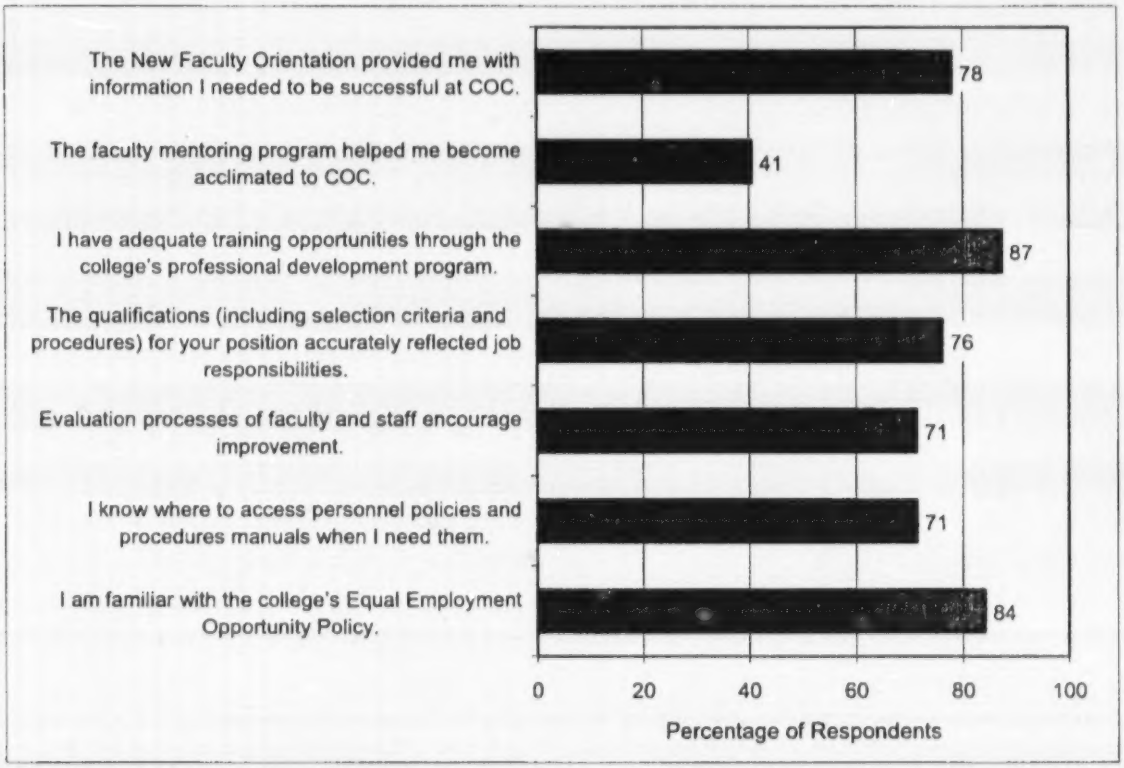
Figure 4: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 7 through 9.



Note: Faculty / Staff indicating "Not Applicable" were excluded.

Responses related to the adequacy of library materials, audiovisual equipment, and computing resources were quite high. Nearly three out of four faculty and staff members indicated that these resources were adequate.

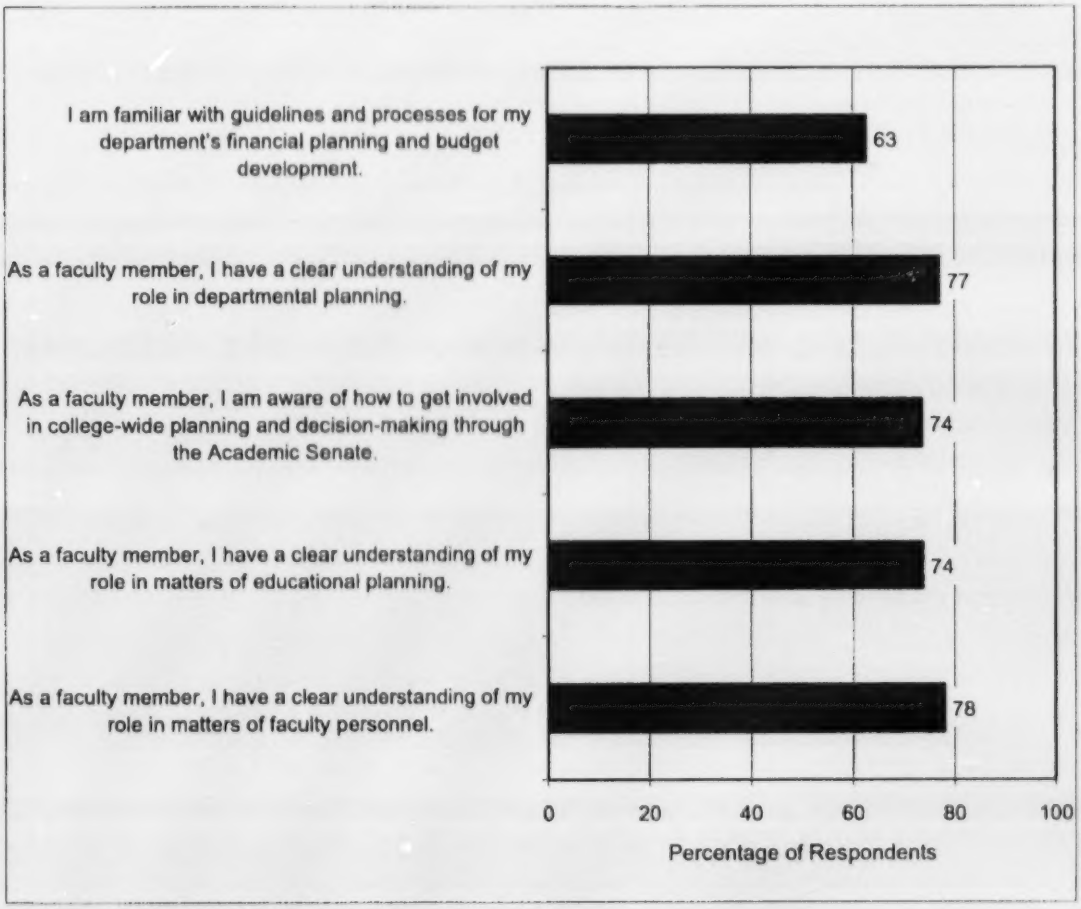
Figure 5: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 10 through 16.


The New Faculty Orientation provided me with information I needed to be successful at COC.
78
The faculty mentoring program helped me become acclimated to COC.
41
I have adequate training opportunities through the college's professional development program.
87
The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities.
76
Evaluation processes of faculty and staff encourage improvement.
71
I know where to access personnel policies and procedures manuals when I need them.
71
I am familiar with the college's Equal Employment Opportunity Policy.
84
0
20
40
60
80
100
Percentage of Respondents

Note: Faculty / Staff indicating "Not Applicable" were excluded.

Rating of issues presented in Figure 5 were for the most part, quite positive. Areas receiving the most positive ratings were the adequacy of training opportunities, familiarity with the Equal Employment Opportunity Policy, and the usefulness of the New Faculty Orientation. The item receiving the fewest positive ratings related to the faculty mentoring program. It is important to consider that most faculty did not have access to this program when they were hired.

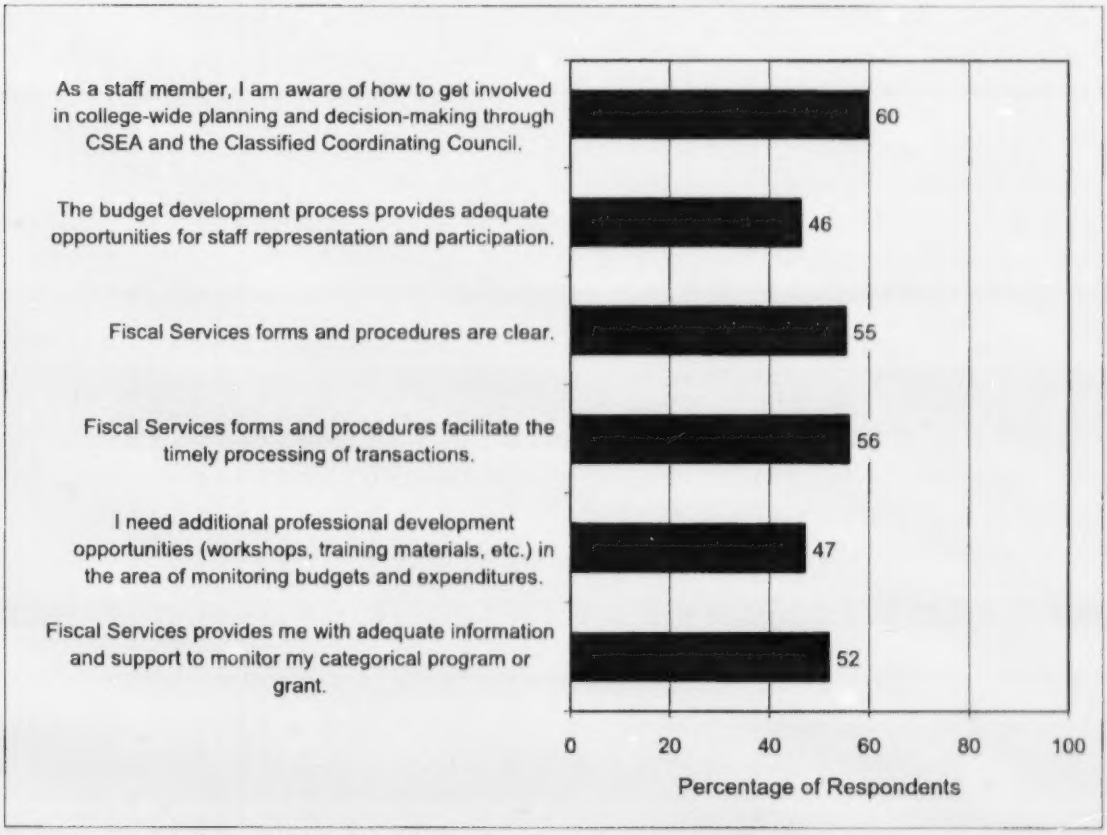
Figure 6: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 17 through 21.


I am familiar with guidelines and processes for my department's financial planning and budget development.
63
As a faculty member, I have a clear understanding of my role in departmental planning.
77
As a faculty member, I am aware of how to get involved in college-wide planning and decision-making through the Academic Senate.
74
As a faculty member, I have a clear understanding of my role in matters of educational planning.
74
As a faculty member, I have a clear understanding of my role in matters of faculty personnel.
78
0
20
40
60
80
100
Percentage of Respondents

Note: Faculty / Staff indicating "Not Applicable" were excluded.

With regard to planning and budget development, the vast majority of faculty and staff members indicated adequate familiarity with and understanding of processes.

Figure 7: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 22 through 27.


As a staff member, I am aware of how to get involved in college-wide planning and decision-making through CSEA and the Classified Coordinating Council.
60
The budget development process provides adequate opportunities for staff representation and participation.
46
Fiscal Services forms and procedures are clear.
55
Fiscal Services forms and procedures facilitate the timely processing of transactions.
56
I need additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.
47
Fiscal Services provides me with adequate information and support to monitor my categorical program or grant.
52
0
20
40
60
80
100
Percentage of Respondents

Note: Faculty / Staff indicating "Not Applicable" were excluded.

Some of the areas of greatest need, as expressed by faculty and staff members related to budget development and monitoring expenditures. Less than half of faculty and staff members indicated that their level of participation in budget development was adequate. Furthermore, nearly half of the respondents indicated that they need additional professional development opportunities in the area of budget development.

Conclusions

Overall both faculty and staff, and student satisfaction was high. The services rated highest in usefulness by students were:

- Library
- Computer Laboratories
- Tutoring/Learning/Computer (TLC) Lab
- MESA
- Transfer Center
- Bookstore

No services received overall negative ratings by students. Students rated a high level of agreement with the following statements:

- I am aware of COC's policy for academic dishonesty (cheating and plagiarism)
- Library materials are adequate to meet my needs
- I feel welcome at College of the Canyons
- In general the college provides enough support services for me to obtain my educational goals
- Student services are available when I need them
- In my judgment the faculty and staff are willing and open to serving as role models

Areas receiving relatively lower ratings related to access to opportunities for enhancing understanding of cultural diversity and civic and social issues, access to opportunities to volunteer, and awareness of opportunities for participation in clubs, Associated Student Government, and athletics.

Overall, faculty and staff responses were quite positive, especially related to: the College's Mission Statement, Vision Statement, and Strategic Plan; adequacy of training opportunities; familiarity with Equal Employment Opportunity Policy; and Usefulness of New Faculty Orientation. Areas of expressed need related to the following: opportunities for participation in budget development; professional development opportunities related to budgets; and access to and use of information for planning. Consideration should be given to modifying procedures, developing tools, and adding professional development opportunities related to these areas. For example, additional flex presentations could be developed addressing using information for planning and developing and monitoring budgets. The college's intranet and e-mail could be used to improve timely access to information. These results should be further considered by self-study teams within the context developed from other sources of information.

Faculty and Staff Accreditation Survey
January 2002

The following survey is intended to be used as part of a self-study for our accreditation. Please take a few minutes to complete the survey and return it to Institutional Development and Technology. Surveys need to be returned by February 1st. If you have any questions, please do not hesitate to contact Barry Gribbons at extension 5500. Thank you!

	Please be sure to fill in answer bubbles using a pencil or dark pen.	**Strongly Disagree**	**Disagree**	**Neutral**	**Agree**	**Strongly Agree**	**Not Applicable**
1.	I am familiar with the college's Mission Statement.	O	O	O	O	O	O
2.	The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	O	O	O	O	O	O
3.	The college represents itself clearly to the public through its publications.	O	O	O	O	O	O
4.	The college represents itself accurately and consistently to the public through its publications.	O	O	O	O	O	O
5.	I use institutional research in my office/department planning.	O	O	O	O	O	O
6.	An adequate amount of information or data is available for office/department planning purposes.	O	O	O	O	O	O
7.	Library materials are adequate to support the college's educational program.	O	O	O	O	O	O
8.	Audiovisual equipment is adequate to support the college's educational program.	O	O	O	O	O	O
9.	Computing resources are adequate to support the college's educational program.	O	O	O	O	O	O
10.	The New Faculty Orientation provided me with information I needed to be successful at COC.	O	O	O	O	O	O
11.	The faculty mentoring program helped me become acclimated to COC.	O	O	O	O	O	O
12.	I have adequate training opportunities through the college's professional development program.	O	O	O	O	O	O
13.	The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities.	O	O	O	O	O	O

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
14.	Evaluation processes of faculty and staff encourage improvement.	O	O	O	O	O	O
15.	I know where to access personnel policies and procedures manuals when I need them.	O	O	O	O	O	O
16.	I am familiar with the college's Equal Employment Opportunity Policy.	O	O	O	O	O	O
17.	I am familiar with guidelines and processes for my department's financial planning and budget development.	O	O	O	O	O	O
18.	As a faculty member, I have a clear understanding of my role in departmental planning.	O	O	O	O	O	O
19.	As a faculty member, I am aware of how to get involved in college-wide planning and decision-making through the Academic Senate.	O	O	O	O	O	O
20.	As a faculty member, I have a clear understanding of my role in matters of educational planning.	O	O	O	O	O	O
21.	As a faculty member, I have a clear understanding of my role in matters of faculty personnel.	O	O	O	O	O	O
22.	As a staff member, I am aware of how to get involved in college-wide planning and decision-making through CSEA and the Classified Coordinating Council.	O	O	O	O	O	O
23.	The budget development process provides adequate opportunities for staff representation and participation.	O	O	O	O	O	O
24.	Fiscal Services forms and procedures are clear.	O	O	O	O	O	O
25.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	O	O	O	O	O	O
26.	I need additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.	O	O	O	O	O	O
27.	Fiscal Services provides me with adequate information and support to monitor my categorical program or grant.	O	O	O	O	O	O

Student Accreditation Survey
January 2002

As part of a self-study for our accreditation, we are gathering information about various aspects of College of the Canyons. Your opinions about the quality of services are an important part of this self-study. Please complete the attached survey and return it to your instructor or drop it off at the switchboard in the Administration Building. If you have any questions about the survey, please contact Dr. Barry Gribbons at 661-362-5500. Thank you for your participation.

Please be sure to fill in the answer bubbles using a pencil or dark pen. Erase or "X" through any errors.

1. **Please indicate the degree to which the following services at College of the Canyons have been useful. If you have not used the service, please mark "*Have not used.*"**	Not useful	Somewhat Useful	Useful	Extremely Useful	Have Not Used
a. Tutoring/Learning/Computer (TLC) Lab	O	O	O	O	O
b. Cooperative Agencies Resources for Education (CARE)	O	O	O	O	O
c. Career Services	O	O	O	O	O
d. Disabled Students Programs and Services (DSPS)	O	O	O	O	O
e. Counseling	O	O	O	O	O
f. Service Learning	O	O	O	O	O
g. Computer Laboratories	O	O	O	O	O
h. Financial Aid	O	O	O	O	O
i. CalWORKs	O	O	O	O	O
j. High-Intensity Transfer Enrichment (HITE)	O	O	O	O	O
k. International Students Program	O	O	O	O	O
l. Admissions	O	O	O	O	O
m. Student Health Center	O	O	O	O	O
n. Security	O	O	O	O	O
o. Extended Opportunity Programs and Services (EOPS)	O	O	O	O	O
p. Math, Engineering and Science Achievement (MESA)	O	O	O	O	O
q. Transfer Center	O	O	O	O	O
r. Testing Center	O	O	O	O	O
s. Student Development	O	O	O	O	O
t. TEACH	O	O	O	O	O
u. Progressive Adult College Education (PACE)	O	O	O	O	O
v. Cafeteria	O	O	O	O	O
w. New Horizons	O	O	O	O	O
x. Bookstore	O	O	O	O	O
y. Library	O	O	O	O	O

Please mark your level of agreement with the following statements:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not applicable- No opinion
2. Student services are available when I need them.	O	O	O	O	O	O
3. Library materials are adequate to meet my needs.	O	O	O	O	O	O
4. In my judgment the faculty and staff are willing and open to serving as role models.	O	O	O	O	O	O
5. I feel welcome at College of the Canyons.	O	O	O	O	O	O
6. I am aware of opportunities at College of the Canyons to participate in clubs, the Associated Student Government (ASG) and athletics.	O	O	O	O	O	O
7. The college provides adequate opportunities to enhance my understanding of cultural diversity.	O	O	O	O	O	O
8. The college provides adequate opportunities to enhance my understanding of civic and social issues.	O	O	O	O	O	O
9. The college provides adequate opportunities to volunteer and to engage in community service.	O	O	O	O	O	O
10. I am aware of COC's policy for academic dishonesty (cheating and plagiarism).	O	O	O	O	O	O
11. The faculty and staff serve as role models with regard to responsible and ethical behavior.	O	O	O	O	O	O
12. My sense of personal and social responsibility has grown as a result of attending College of the Canyons.	O	O	O	O	O	O
13. The college provides comprehensive services to students.	O	O	O	O	O	O
14. As a disabled student, services at the college are accessible to me.	O	O	O	O	O	O
15. In general the college provides enough support services for me to obtain my educational goals.	O	O	O	O	O	O

Faculty and Staff Accreditation Survey
January 2002

The following survey is intended to be used as part of a self-study for our accreditation. Please take a few minutes to complete the survey and return it to Institutional Development and Technology. Surveys need to be returned by February 1st. If you have any questions, please do not hesitate to contact Barry Gribbons at extension 5500. Thank you!

	Please be sure to fill in answer bubbles using a pencil or dark pen.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1.	I am familiar with the college's Mission Statement.	3	9	24	108	82	1
2.	The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	1	3	22	117	83	1
3.	The college represents itself clearly to the public through its publications.	0	2	18	108	100	0
4.	The college represents itself accurately and consistently to the public through its publications.	1	6	23	111	87	0
5.	I use institutional research in my office/department planning.	3	24	38	71	41	50
6.	An adequate amount of information or data is available for office/department planning purposes.	6	18	41	89	45	28
7.	Library materials are adequate to support the college's educational program.	3	15	40	100	54	16
8.	Audiovisual equipment is adequate to support the college's educational program.	4	21	36	92	57	17
9.	Computing resources are adequate to support the college's educational program.	6	32	24	90	64	12
10.	The New Faculty Orientation provided me with information I needed to be successful at COC.	1	6	21	37	60	103
11.	The faculty mentoring program helped me become acclimated to COC.	4	6	37	18	14	149
12.	I have adequate training opportunities through the college's professional development program.	3	7	18	94	98	8
13.	The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities.	11	19	23	85	84	6

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
14.	Evaluation processes of faculty and staff encourage improvement.	10	20	34	108	51	5
15.	I know where to access personnel policies and procedures manuals when I need them.	8	33	23	108	51	4
16.	I am familiar with the college's Equal Employment Opportunity Policy.	0	14	22	122	68	1
17.	I am familiar with guidelines and processes for my department's financial planning and budget development.	12	33	33	88	43	18
18.	As a faculty member, I have a clear understanding of my role in departmental planning.	5	6	21	58	49	87
19.	As a faculty member, I am aware of how to get involved in college-wide planning and decision-making through the Academic Senate.	0	11	25	53	48	90
20.	As a faculty member, I have a clear understanding of my role in matters of educational planning.	3	9	24	63	37	91
21.	As a faculty member, I have a clear understanding of my role in matters of faculty personnel.	1	11	18	71	35	91
22.	As a staff member, I am aware of how to get involved in college-wide planning and decision-making through CSEA and the Classified Coordinating Council.	4	30	32	70	28	63
23.	The budget development process provides adequate opportunities for staff representation and participation.	6	33	70	67	27	25
24.	Fiscal Services forms and procedures are clear.	5	31	55	88	24	22
25.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	6	25	58	82	31	24
26.	I need additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.	8	42	51	66	24	37
27.	Fiscal Services provides me with adequate information and support to monitor my categorical program or grant.	3	12	50	45	25	92

Student Accreditation Survey
January 2002

As part of a self-study for our accreditation, we are gathering information about various aspects of College of the Canyons. Your opinions about the quality of services are an important part of this self-study. Please complete the attached survey and return it to your instructor or drop it off at the switchboard in the Administration Building. If you have any questions about the survey, please contact Dr. Barry Gribbons at 661-362-5500. Thank you for your participation.

Please be sure to fill in the answer bubbles using a pencil or dark pen. Erase or "X" through any errors.

1. **Please indicate the degree to which the following services at College of the Canyons have been useful. If you have not used the service, please mark "*Have not used.*"**	Not useful	Somewhat Useful	Useful	Extremely Useful	Have Not Used
a. Tutoring/Learning/Computer (TLC) Lab	4	42	216	238	212
b. Cooperative Agencies Resources for Education (CARE)	24	18	50	19	599
c. Career Services	14	46	121	63	466
d. Disabled Students Programs and Services (DSPS)	16	9	42	37	599
e. Counseling	15	85	222	216	169
f. Service Learning	19	32	105	36	504
g. Computer Laboratories	5	28	174	219	284
h. Financial Aid	21	19	69	140	462
i. CalWORKs	14	12	30	19	635
j. High-Intensity Transfer Enrichment (HITE)	8	21	69	59	549
k. International Students Program	11	9	39	20	628
l. Admissions	21	93	342	203	43
m. Student Health Center	14	42	120	78	453
n. Security	36	52	185	83	349
o. Extended Opportunity Programs and Services (EOPS)	12	10	47	51	586
p. Math, Engineering and Science Achievement (MESA)	8	7	60	61	573
q. Transfer Center	6	19	95	88	497
r. Testing Center	18	87	228	90	285
s. Student Development	11	26	86	28	556
t. TEACH	8	14	55	29	603
u. Progressive Adult College Education (PACE)	6	10	49	45	592
v. Cafeteria	12	78	271	177	172
w. New Horizons	8	8	45	24	617
x. Bookstore	29	58	296	316	8
y. Library	7	18	215	378	89

Please mark your level of agreement with the following statements:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not applicable- No opinion
2. Student services are available when I need them.	6	24	146	339	102	91
3. Library materials are adequate to meet my needs.	2	22	82	348	165	89
4. In my judgment the faculty and staff are willing and open to serving as role models.	3	29	162	307	173	30
5. I feel welcome at College of the Canyons.	1	15	116	342	228	5
6. I am aware of opportunities at College of the Canyons to participate in clubs, the Associated Student Government (ASG) and athletics.	20	81	160	287	88	70
7. The college provides adequate opportunities to enhance my understanding of cultural diversity.	13	52	242	237	82	80
8. The college provides adequate opportunities to enhance my understanding of civic and social issues.	6	49	240	244	60	106
9. The college provides adequate opportunities to volunteer and to engage in community service.	9	53	201	240	92	110
10. I am aware of COC's policy for academic dishonesty (cheating and plagiarism).	12	26	50	357	234	27
11. The faculty and staff serve as role models with regard to responsible and ethical behavior.	5	26	167	321	135	50
12. My sense of personal and social responsibility has grown as a result of attending College of the Canyons.	15	53	169	288	104	77
13. The college provides comprehensive services to students.	3	16	159	357	93	73
14. As a disabled student, services at the college are accessible to me.	2	4	69	57	23	545
15. In general the college provides enough support services for me to obtain my educational goals.	4	25	108	332	204	31

Faculty and Staff Accreditation Survey
January 2002

The following survey is intended to be used as part of a self-study for our accreditation. Please take a few minutes to complete the survey and return it to Institutional Development and Technology. Surveys need to be returned by February 1st. If you have any questions, please do not hesitate to contact Barry Gribbons at extension 5500. Thank you!

	Please be sure to fill in answer bubbles using a pencil or dark pen.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1.	I am familiar with the college's Mission Statement.	1%	4%	11%	48%	36%	<1%
2.	The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	<1%	1%	10%	52%	37%	<1%
3.	The college represents itself clearly to the public through its publications.	0%	1%	8%	47%	44%	0%
4.	The college represents itself accurately and consistently to the public through its publications.	<1%	3%	10%	49%	38%	0%
5.	I use institutional research in my office/department planning.	1%	11%	17%	31%	18%	22%
6.	An adequate amount of information or data is available for office/department planning purposes.	3%	8%	18%	39%	20%	12%
7.	Library materials are adequate to support the college's educational program.	1%	7%	18%	44%	24%	7%
8.	Audiovisual equipment is adequate to support the college's educational program.	2%	9%	16%	41%	25%	8%
9.	Computing resources are adequate to support the college's educational program.	3%	14%	11%	40%	28%	5%
10.	The New Faculty Orientation provided me with information I needed to be successful at COC.	<1%	3%	9%	16%	26%	45%
11.	The faculty mentoring program helped me become acclimated to COC.	2%	3%	16%	8%	6%	65%
12.	I have adequate training opportunities through the college's professional development program.	1%	3%	8%	41%	43%	4%
13.	The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities.	5%	8%	10%	37%	37%	3%

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
14.	Evaluation processes of faculty and staff encourage improvement.	4%	9%	15%	47%	22%	2%
15.	I know where to access personnel policies and procedures manuals when I need them.	4%	15%	10%	48%	23%	2%
16.	I am familiar with the college's Equal Employment Opportunity Policy.	0%	6%	10%	54%	30%	<1%
17.	I am familiar with guidelines and processes for my department's financial planning and budget development.	5%	15%	15%	39%	19%	8%
18.	As a faculty member, I have a clear understanding of my role in departmental planning.	2%	3%	9%	26%	22%	39%
19.	As a faculty member, I am aware of how to get involved in college-wide planning and decision-making through the Academic Senate.	0%	5%	11%	23%	21%	40%
20.	As a faculty member, I have a clear understanding of my role in matters of educational planning.	1%	4%	11%	28%	16%	40%
21.	As a faculty member, I have a clear understanding of my role in matters of faculty personnel.	<1%	5%	8%	31%	15%	40%
22.	As a staff member, I am aware of how to get involved in college-wide planning and decision-making through CSEA and the Classified Coordinating Council.	2%	13%	14%	31%	12%	28%
23.	The budget development process provides adequate opportunities for staff representation and participation.	3%	15%	31%	29%	12%	11%
24.	Fiscal Services forms and procedures are clear.	2%	14%	24%	39%	11%	10%
25.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	3%	11%	26%	36%	14%	11%
26.	I need additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.	4%	18%	22%	29%	11%	16%
27.	Fiscal Services provides me with adequate information and support to monitor my categorical program or grant.	1%	5%	22%	20%	11%	41%

Student Accreditation Survey
January 2002

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Please be sure to fill in the answer bubbles using a pencil or dark pen. Erase or "X" through any errors.

1. **Please indicate the degree to which the following services at College of the Canyons have been useful. If you have not used the service, please mark "*Have not used.*"**	Not useful	Somewhat Useful	Useful	Extremely Useful	Have Not Used
a. Tutoring/Learning/Computer (TLC) Lab	1%	6%	30%	33%	30%
b. Cooperative Agencies Resources for Education (CARE)	3%	3%	7%	3%	84%
c. Career Services	2%	7%	17%	9%	66%
d. Disabled Students Programs and Services (DSPS)	2%	1%	6%	5%	85%
e. Counseling	2%	12%	31%	31%	24%
f. Service Learning	3%	5%	15%	5%	72%
g. Computer Laboratories	1%	4%	25%	31%	40%
h. Financial Aid	3%	3%	10%	20%	65%
i. CalWORKs	2%	2%	4%	3%	89%
j. High-Intensity Transfer Enrichment (HITE)	1%	3%	10%	8%	78%
k. International Students Program	2%	1%	6%	3%	89%
l. Admissions	3%	13%	49%	29%	6%
m. Student Health Center	2%	6%	17%	11%	64%
n. Security	5%	7%	26%	12%	50%
o. Extended Opportunity Programs and Services (EOPS)	2%	1%	7%	7%	83%
p. Math, Engineering and Science Achievement (MESA)	1%	1%	9%	9%	81%
q. Transfer Center	1%	3%	14%	13%	71%
r. Testing Center	3%	12%	32%	13%	40%
s. Student Development	2%	4%	12%	4%	79%
t. TEACH	1%	2%	8%	4%	85%
u. Progressive Adult College Education (PACE)	1%	1%	7%	6%	84%
v. Cafeteria	2%	11%	38%	25%	24%
w. New Horizons	1%	1%	6%	3%	88%
x. Bookstore	4%	8%	42%	45%	1%
y. Library	1%	3%	30%	54%	13%

Please mark your level of agreement with the following statements:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not applicable-No opinion
2. Student services are available when I need them.	1%	3%	21%	48%	14%	13%
3. Library materials are adequate to meet my needs.	<1%	3%	12%	49%	23%	13%
4. In my judgment the faculty and staff are willing and open to serving as role models.	<1%	4%	23%	44%	25%	4%
5. I feel welcome at College of the Canyons.	<1%	2%	16%	48%	32%	1%
6. I am aware of opportunities at College of the Canyons to participate in clubs, the Associated Student Government (ASG) and athletics.	3%	12%	23%	41%	13%	10%
7. The college provides adequate opportunities to enhance my understanding of cultural diversity.	2%	7%	34%	34%	12%	11%
8. The college provides adequate opportunities to enhance my understanding of civic and social issues.	1%	7%	34%	35%	9%	15%
9. The college provides adequate opportunities to volunteer and to engage in community service.	1%	8%	29%	34%	13%	16%
10. I am aware of COC's policy for academic dishonesty (cheating and plagiarism).	2%	4%	7%	51%	33%	4%
11. The faculty and staff serve as role models with regard to responsible and ethical behavior.	1%	4%	24%	46%	19%	7%
12. My sense of personal and social responsibility has grown as a result of attending College of the Canyons.	2%	8%	24%	41%	15%	11%
13. The college provides comprehensive services to students.	<1%	2%	23%	51%	13%	10%
14. As a disabled student, services at the college are accessible to me.	<1%	1%	10%	8%	3%	78%
15. In general the college provides enough support services for me to obtain my educational goals.	1%	4%	15%	47%	29%	4%

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